

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: April 30, 2024	
Inspection Number: 2024-1527-0002	
Inspection Type: Complaint Critical Incident	
Licensee: Riverside Health Care Facilities Inc.	
Long Term Care Home and City: Rainycrest, Fort Frances	
Lead Inspector Lisa Moore (613)	Inspector Digital Signature

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 16-17, 2024

The following intake(s) were inspected:

- Intake related to provision of palliative care.
- Intakes related to a resident fall resulting in an injury.
- Intake related to responsive behaviours.

The following **Inspection Protocols** were used during this inspection:

- Infection Prevention and Control
- Responsive Behaviours
- Palliative Care
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting and Complaints

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee has failed to ensure they immediately forwarded to the Director a written complaint that it received concerning the care of a resident.

Rationale and Summary: A written complaint was received by the Administrator (ADM) regarding the provision of care provided to a resident and the complaint was not immediately forwarded to the Director.

The ADM verified they had not forwarded the written complaint concerning the care of a resident to the Director.

There was no impact or risk to the resident when the written complaint was not forwarded to the Director.

Sources: Long-Term Care Homes Portal; Investigation file; Critical Incident

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and Mandatory Reporting in Long-term Care Policy; and an interview with
ADM. [613]



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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